



## **TEEN FOCUS GROUP DEVELOPMENT 13 June 2006**

### **AAFES**

**Title: AAFES Prices (Teen-FY06-001)**

**Scope: Clothing prices too high at PX. Convenient to teens because of lack of transportation and they have limited funds with which to buy clothing.**

**Recommendation: 1) Lower the prices to match quality of clothing, and 2) Carry better selection for which teens would be willing to spend more money.**

**Title: AAFES Barbershop (Teen-FY06-002)**

**Scope: Haircuts too expensive**

**Recommendation: Lower prices and /or have prices match the style**

**Title: Barbershop Haircuts (Teen-FY06-003)**

**Scope: Some of the barbers provide bad haircuts.**

**Recommendation: Do not charge for the cut if the customer and a QA person person in the barbershop agree that the haircut is unacceptable. Keep track of complaints and after barbers have received three or more legitimate complaints, require them to attend retraining.**

### **PMO**

**Title: Back Gate Closing Time (Teen-FY06-004)**

**Scope: The back gate which closes at 10:00 p.m. is conveniently located near YS which closes at 11:00 on Fridays. Parents who have to pick up their teen have to go to the main gate or pick up the teen at least an hour earlier to enjoy the convenience. Teens then do not get to spend as much time at the center.**

**Recommendation:** Coordinate gate closing with the YS, changing the closing time to 12:00.

**Title:** Cars not stopping for pedestrians at crosswalks. (Teen-FY06-005)

**Scope:** Delays getting to destination and certain drivers use the opportunity to make passes at young female teens.

**Recommendation:** Military police should patrol often and stop/ticket drivers who do not obey pedestrian right-of-way laws.

## **DMWR**

**Title:** Woodside Bus Drivers (Teen-FY06-006)

**Scope:** A particular driver that drops students off at the YS does not follow her own rules. She tells us not to yell and overreact but yells at students and overreacts to minor situations by taking the whole bus load of students back to the school, delaying whatever plans the students may have.

**Recommendation:** The School liaison Officer should look into and correct this conduct with the school administration. The affected students will provide the name and specific information about the conduct of the driver.

**Title:** Limited use of Gyms w/out Parental supervision (Teen-FY06-007)

**Scope:** Teens are not allowed to be in other areas of the facility if their parents are in another. Taking the teen to the facility often conflicts with parents' schedules and parent are unwilling to observe every move of the teen makes. This overbearing attention discourages teens (considered an embarrassment) from using the gym.

**Recommendation:** 1 Allow high school students to use the facilities independently with school & military ID.

2) Put some fitness equipment in the YS in a room specifically for teens' use.

**Title:** Youth Center (Teen-FY06-008)

**Scope:** Teens are not allowed back in YC after dark. Undesirable snacks force teens to go outside of the facility to eat and they are not allowed to get snacks out of vending machines during snack time.

**Recommendation:** 1) Provide a better variety of snacks and foods during hours of operation.

2) Organize groups to run a concession stand.

**Title:** AC/Heat in YS (Teen-FY06-009)

**Scope:** In the winter it's cold and in summer, it's hot. The teens are miserable.

**Recommendation:** Provide individual building control.

\* The following action was taken with 2 days after the focus group: The A/C was reset and was restored to normal operation. DPW noted that although the A/C was down, no one at the Center had submitted a work order.

**Title:** Outdated computers in YS (Teen-FY06-010)

**Scope:** Teens have difficulty utilizing outdated programs and there is no cable connection making dial-up the only way to access the net. This is a very slow and outdated way to use the computers.

**Recommendation:** Install new computers/programs in the YS

**Title:** YS age appropriate groups (Teen-FY06-011)

**Scope:** At various times, teens are directed to reprimand the younger kids when they are in combined activities. If they do not, they get penalized for not doing so. Teens do not come to YS to baby sit.

**Recommendation:** Designate certain areas for activities for those 14 and up.

**Title:** Counselors at YS (Teen-FY06-012)

**Scope:** More counselors are needed at the YS, however, not likely to get anymore due to funding/hiring problems

**Recommendation:** Use teen volunteers. (Check with the Red Cross to see if their Youth Volunteer program extends through the school year).

## **GARRISON/OTHER**

**Title: HRT Buses (Teen-FY06-013)**

**Scope: There are not enough bus stops on Post to get teens to their jobs/schools**

**Recommendation: Add more buses and stops on Post (e.g., in front of the elementary school).**

**Title: Age requirement for work (Teen-FY06-014)**

**Scope: Off post the age that teens can work is 15 (some places allow teens to work at 14) but the age requirement on post is 16. This delays the time teens can start work on post and they need to make money as soon as possible.**

**Recommendation: Age requirement should be the same on post as off post**